



North Central CPOC

Customer Advisory Board
Nancy Lane
Conference
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Overview

- Year in review
- Currently on our plate
- Key Issues
 - Military to Civilian conversions
 - Middle East Recruitment
 - Productivity
 - Quality
 - Pay



The Year in Review

- IMA Stand-up
 - NW Region, Rock Island, IL
 - SW Region, San Antonio, TX
- Pay Adjustments/Retroactive Corrections
- New Vacancy Announcement Bldr (VAB)
- Centralized Resumix Database
- IDEF



The Year in Review

- Initial recruitment for Iraq
 - Gulf Region Division (GRD)
 - Support our Friends in Iraq and Afghanistan (SOFIA)
 - Global War on Terrorism (GWOT)
- Multiple RIFs/TOFs
- Tested PPP/Resumix
- Acquisition Workforce
- New classification standards



On Our Plate

- CPEA Review/Preparation
 - 13-24 Sep 04
- Military to Civilian Conversions
- Build-up in Iraq
- Increase product quality
- NSPS
- IMA Standard PD Implementation
- Firefighter standard implementation



On Our Plate

- New Automation Tools
 - Resumix for DEU (Aug 04)
 - Army Portal (Sep 04)
 - New Army Resume Bldr (Oct 04)
 - Redesign of BOA Universe
 - WASS/CIVFORS



Mil to Civ

- 11 Mar 04 memo – Asst Sec of Army & Chief of Staff
- MACOMs identified positions
- Standard job descriptions, skills, announcements
- RPAs start now
- Gatekeeper shows PBD 712
- EOD after 1 Oct 04



Middle East Recruitment

- Gulf Region Division (GRD)
 - Located in Baghdad, Iraq
 - Stand-up Jan 04
 - 500-800 psns
 - Recruitment began in Mar 04
 - Deployments
 - Details
 - Temporary assignments



Middle East Recruitment

- Afghanistan Engineering District (AED)
 - Located in Kabul, Afghanistan
 - Stand-up Feb 04
 - 200-300 psns
 - Recruitment began in May 04
 - Deployments
 - Details
 - Temporary assignments



Productivity

- Provides structure to our business
- Lets customers know what to expect from us
- Helps us identify best practices/areas to improve



Productivity

- Internal goals
- Manage workload/goals via on line reports
- Biweekly production meetings with CPOC supervisors
- Monthly CHRA Production reports
- Customer Feedback



Productivity

- Overall Fill Time – 36 Days RY04
 - Best in CONUS for the RY
 - Army Average – 44 days
- Staffing Time to First Referral
 - 18 Days in June
 - Consistently best in CONUS (low 20s)
- Inventory
 - 11,000 positions filled during the RY
 - 2,800 open recruit/fill RPAs on hand (31 Jul 04)



Productivity

- Manager Time Improving
 - 22 Days in June
 - Still need your help
- Classification Time
 - Consistently best in Army for classifying new jobs



Quality

- Database
 - QC Tickets
 - On-line reports
- Job descriptions
- Referrals
 - Skills
 - Duties paragraph on announcement
 - Knowledge of position



Pay - CPOC

- Pay Problem Work group
- Pay Problem Reporting Tool (PPRT)
- QC Tickets that impact pay
- Pay Rejects
- RECONalysis
- Payroll Interface Training



Pay - Mgr

- Timely submission of RPAs
- Ensure correct effective date
- Accurate timekeeping
- Report problems to CPAC/CPOC promptly



Questions

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